

MINUTES OF THE  
MARICOPA ASSOCIATION OF GOVERNMENTS  
TELECOMMUNICATIONS ADVISORY GROUP

October 23, 2003  
MAG Office  
302 North First Avenue  
Phoenix, Arizona

MEMBERS ATTENDING

Greg Binder, Phoenix, Chair  
\*Kevin Hinderleider<sup>1</sup>, Avondale  
✓ Jim Keen<sup>1</sup> for Betsy Wise<sup>2</sup>, Carefree  
\*Pat McDermott, Chandler  
\*Mike Ciccarone<sup>1</sup>, Fountain Hills  
\*\*Shawn Woolley, Gilbert  
Ajay Joshi, Glendale  
John Imig<sup>1</sup>, Goodyear  
Cary Parker<sup>2</sup>, Maricopa County

\*Shirl Butler, Mesa  
\*\*Duncan Miller<sup>1</sup>, Paradise Valley  
\*\*Sandy Teetsel for Ralph Spencer, Peoria  
\*\*Lester Godsey<sup>1</sup>, Queen Creek  
\*\*Kevin Sonoda, Scottsdale  
Randy Jackson, Surprise  
\*\*Dave Heck, Tempe  
✓ Bruce Johnson<sup>1</sup>, Tolleson  
\*Karen Strickland, ADOT  
\*Randi Alcott<sup>1</sup>, RPTA

\*Members neither present nor represented by proxy.

OTHERS PRESENT

Jerry Crow, ATIC  
Pat Timlin<sup>1</sup>, El Mirage  
Tom Liffiton, FBI  
Debbie Kohn, MAG Telecommunications Assoc.  
Craig Chenery<sup>2</sup>, MAG

Heidi Pahl<sup>1</sup>, MAG  
\*\*Barbra Hart<sup>1</sup>, Maricopa County  
\*\*Rosa Soto<sup>1</sup>, Salt River Pima-Maricopa Indian  
Community  
Rusty Bliss<sup>1</sup>, Surprise  
\*\*Steve Lengua<sup>1</sup>, Tempe

\*\*Participated via telephone conference call.

✓ Participated via video conference call.

<sup>1</sup> = RVS Site Coordinator

<sup>2</sup> = RVS Backup Site Coordinator

1. Call to Order

The meeting was called to order at 10:05 am by Chairman Greg Binder. Voting member Bruce Johnson and proxy Jim Keen attended via videoconference. Voting members Shawn Woolley, Duncan Miller, Sandy Teetsel, Lester Godsey, Kevin Sonoda, and Dave Heck attended via telephone conference call. All members and guests introduced themselves.

2. Approval of September 25, 2003 Meeting Minutes

It was moved by Randy Jackson, seconded by Cary Parker and unanimously recommended to approve the September 25, 2003 meeting minutes.

3. Cyber Security and Telecommunications

Greg Binder read a brief biography of Jerry Crow of Electronic Data Systems (EDS) and the Arizona Telecommunications and Information Council (ATIC) and welcomed him to the meeting. Mr. Crow gave a presentation regarding Information Technology Security Best Practices. A copy of the presentation was provided as a handout at the meeting and was e-mailed to MAGTAG voting members prior to the meeting. The presentation was also posted on the MAG website. The presentation covered Information Technology Security trends, web site resources, and suggestions for improving security.

Jerry Crow stated that media reports cite August 2003 as the worst month ever for information technology cyber security breaches such as viruses and worms. He added that cyber security defenses have evolved but cyber attacks are becoming more sophisticated and complex and as a result many organizations have been formed to respond to these rising threats. Mr. Crow gave an example of war driving and its consequences, citing as an example of what happened to a friend of his who was a victim of this wireless access problem. Mr. Crow stated that Microsoft has announced it will be improving its security technology and is now sending out security bulletins on a monthly basis. Jerry Crow recommended that information technology staff check the websites in his presentation on a regular basis for updates and help with policies and practices regarding cyber security. Mr. Crow stated that information technology (IT) managers should constantly strive to increase staff awareness of IT security issues; monitor policies, references, and procedures on a regular basis; watch Microsoft monthly security updates. He said that IT security is a process, not a product and that the word of the moment is "agility". Mr. Crow noted that the threats will not go away and that information technology staff must make sure that threats are countered, perimeters secure and internal networks protected.

John Imig asked how prevalent war driving has become. Jerry Crow said that Tom Liffiton would be able to better answer the question and give an assessment of the threat but that he felt that it is largely kids driving around, but that the problem is nonetheless real. Jerry Crow gave an example of young people using a Pringles can as an antenna to find wireless access points in a neighborhood.

Greg Binder thanked Jerry Crow for his presentation.

Greg Binder read a brief biography of Tom Liffiton of the Federal Bureau of Investigation (FBI). Tom Liffiton gave examples of war driving and discussed the potential threat to unsuspecting people's financial and computer security. Tom Liffiton gave two presentations. Copies of the presentations were provided as handouts at the meeting and were e-mailed to MAGTAG voting members prior to the meeting. The presentations were also posted on the MAG website. The first

presentation was titled, "Cyber Front Status Report." The presentation covered the FBI Computer Crime Squad, network security issues, FBI investigation cases and priorities, computer intrusions, FBI efforts to share information and intelligence, Infragard, National Institute of Standards and Technology (NIST), Cyber Incident Detection and Data Analysis Center (CIDDAC), and recommendations for preventing and countering cyber security breaches. Tom Liffiton stated that in January 2003, the Slammer worm affected much of the developed world in just a few seconds and that such a worm is a computer weapon. Mr. Liffiton gave an example of a company that was victimized by a cyber criminal posing as an internal information technology staff person trying to fix a fictitious computer problem. Tom Liffiton gave examples of websites that showed specific information about wireless vulnerabilities. He stated that he does not see a lot of illegal activity using wireless access points but that the potential is there for it. He recommended that people obtain the annual survey from Computer Security Institute, noting that the survey is free via their website at [www.gosci.org](http://www.gosci.org). Tom Liffiton stated that the FBI started Infragard to get people to share information and that various chapters meet monthly. Tom Liffiton stated that there are 10,000 Infragard members this year and 220 members in the Phoenix area. Tom Liffiton suggested that people look at the NIST website for help with cyber security standards and policies. Tom Liffiton gave an example of how CIDDAC has developed a fake website sensor to capture patterns and trends of unauthorized connection attempts of company websites. Tom Liffiton stressed that member agencies should develop a relationship with the FBI and to call him as the contact for cyber crime incidents. Tom Liffiton stated that he would be happy to give presentations to staff at MAG member agencies.

Cary Parker asked whether there have been any reports of attacks on Voice over IP to bring down telephone systems. Tom Liffiton responded that no incidents have been reported but that a PBX is vulnerable for more than just getting long distance telephone service for free but also as an entry into the data system.

Jerry Crow gave examples of how a PBX can be compromised and stated that as deployment of Voice over IP grows, so will cyber incidents.

Rusty Bliss asked if there are any laws or penalties related to war driving and if Congress is aware of this problem. Tom Liffiton stated that Arizona has some of the best laws on unauthorized access but that it is difficult to track down the location of the perpetrators because they can appear to be coming from another country which may not have similar laws or technology. Tom Liffiton stated that he has no knowledge of Congress' familiarity with war driving.

Randy Jackson stated that he gets so many alerts from so many sources and that there does not seem to be one reliable source. Tom Liffiton responded that the Department of Homeland Security and NIPC are working on coordinating alerts but that they still have a long way to go.

Tom Liffiton gave a second presentation regarding Incident Response Planning. Tom Liffiton explained and gave an example of "dumpster diving." He stated that computer hackers meet annually at a conference called DEFCON to discuss many things including dumpster diving. Tom

Liffiton emphasized the importance of educating people, companies and organizations about computer vulnerabilities and security efforts. Tom Liffiton recommended policies and practices to handle computer attack incidents. Tom Liffiton described what to expect if you call the FBI. Tom Liffiton described federal cyber protection efforts and private/public sector partnerships through Information Sharing and Analysis Centers (ISACs) to promote cyber security incident and information sharing among 16 industries. Tom Liffiton stated that some new federal regulations related to cyber security have fines and/or penalties. Tom Liffiton recommended that everything should be documented in the event of a cyber attack and that logging should be turned on and used. Tom Liffiton recommended that employees should be told that they are being monitored and to find and use best practices for this notification and monitoring. Tom Liffiton stated that an organization should be prepared for repeat attacks after an initial attack because a “back door” may have been created in the first attack.

Greg Binder commented that there is a cost associated with cyber security resources for member agencies and that telecommunications brings with it both benefits and risks.

Greg Binder thanked Tom Liffiton for his presentations.

4. MAGTAG Update to Management Committee and Regional Council

Greg Binder announced that he gave presentations to MAG Management Committee and Regional Council on what MAGTAG has done, what MAGTAG is currently doing and how MAGTAG will be moving forward. Greg Binder stated that there were no questions and that the Information Sharing sessions seemed to be well received.

5. MAGTAG Working Group Projects

Debbie Kohn gave an update on the Digital Oasis Project. Ms. Kohn stated that the Digital Oasis working group did not meet this month and that, as requested by the working group, MAG staff is still researching options for a privately available building inventory of the Phoenix area. Ms. Kohn stated that MAG staff anticipates that the working group will meet in the next couple weeks to receive an update from MAG staff.

Heidi Pahl gave an Additional Sites and Outreach update. Ms. Pahl stated that as part of recent enhancements to the MAG Regional Videoconferencing System (RVS), the Federal Highway Administration has approved the purchase of a high-quality conference room speaker phone for each MAG member agency requiring one. She said the purpose of the speakerphone is to increase audio conference use, thereby reducing travel and improving air quality in the region. She noted that the MAG Executive Director sent a letter to each member agency IT Director asking them if they would like MAG to purchase a speaker phone on behalf of their jurisdiction under the FHWA program. She explained that the letter was copied to the TAG member, RVS site coordinator and backup as well as the city manager and intergovernmental representative. Ms. Pahl noted that the letter

explained that MAG needed a letter of authorization for the purchase of the Polycom phone from each member agency by Thursday October 30, 2003.

Cary Parker asked if usage records must be kept for the Polycom phones. Heidi Pahl responded that if the phone is used with the MAG Latitude audio conferencing system or the MAG RVS, then records must be kept.

Rusty Bliss asked if the phone can only be used with an analog line. Heidi Pahl responded that the Polycom phones can only be used with an analog line unless the member agency purchases an adapter for about \$140, which will allow the agency to use a digital line. She added that MAG recommends placing the speaker phone in the agency videoconference meeting room and using the existing RVS analog line to connect the Polycom phone.

Rusty Bliss asked if a sample approval letter is available. Heidi Pahl responded that she would e-mail the letter of authorization to all member agencies and asked that they print the letter on letterhead, sign it and mail it to MAG.

Greg Binder commented that MAG needs the letters of authorization as approval from each member agency to spend money on their behalf.

Rusty Bliss asked if the phone will replace the microphones for the RVS. Heidi Pahl replied that the Polycom phone is not a replacement for the videoconference microphones. Greg Binder responded that the Polycom phone will make audio better for telephone conferences.

Heidi Pahl reported that MAG staff has received responses from the web scheduling package vendors and that MAG is looking for a volunteer from MAGTAG to assist with vendor selection. Ms. Pahl stated that it would take three to four hours of time and that the goal of the package is to make scheduling and documenting RVS usage easier for member agencies.

Greg Binder asked whether someone who is familiar with the RVS documentation process is required. Heidi Pahl responded that ideally the evaluator would be someone who is both a MAGTAG member and familiar with the process but that they do not have to be. John Imig volunteered to assist with the web scheduling package vendor selection.

Randy Jackson reported that the Information Sharing Working Group met this month to plan for MAGTAG presentations in October, November, and December. Mr. Jackson said that November's MAGTAG informational session is Homeland Security and that they have confirmed two speakers: Mr. Lou Trammell, Deputy Director of the State Department of Emergency Services and a speaker from Qwest. He said that Deputy Director Trammell will speak on the involvement of local jurisdictions in homeland security planning and coordination as well as an overview of the activities of the Arizona Office of Homeland Security. He added that Qwest will speak on how they build and support priority plan calling and communications for emergencies. Randy Jackson stated that the

United States Transportation Security Administration and the Maricopa County Department of Emergency Services have been contacted and the group is waiting for their responses.

Randy Jackson stated that the December MAGTAG meeting topic is Wireless Technology and he asked if anyone had any particular aspects of this topic that they would like to hear about or if they knew of a good speaker on this topic to notify him.

Randy Jackson stated that the Information Sharing Working Group is still looking for more members and that the time commitment is about one to two hours per month. Randy Jackson stated that the group's goal is to present topics and share information and best practices that are of interest to MAGTAG members.

Greg Binder commented that the Information Sessions were emphasized in the presentations to MAG Management Committee and Regional Council and that the Information Sharing Working Group can use all the help that MAGTAG members can provide.

Heidi Pahl gave a Regional Community Network (RCN) Study Update. Ms. Pahl reminded MAGTAG that they received an update on the RCN Study from Tim Wolfe at the September TAG meeting. She stated that the MAG Intelligent Transportation System (ITS) Committee is taking the lead on this project. She noted that the Arizona Department of Transportation (ADOT) is doing a project assessment and that MAG staff will keep MAGTAG informed about the project status.

Greg Binder commented to keep MAGTAG in mind especially related to the information technology and telecommunications aspects of the RCN project.

## 6. Announcements and Public Input

Jim Keen reported that Carefree, MAG and the Arizona State Retirement System (ASRS) have worked on arranging an ASRS workshop via videoconference. Mr. Keen said that Carefree is scheduled to receive an ASRS workshop on November 13<sup>th</sup>. He added that Carefree expressed interest in using videoconferencing for the ASRS workshop to reduce travel for Carefree staff, save them time and increase attendance to the ASRS workshop. Heidi Pahl noted that ASRS staff have seen a multipoint videoconference and completed a point-to-point videoconference test with Carefree. Ms. Pahl added that ASRS staff are excited to use the new technology and MAG staff are excited to provide this opportunity to our member agencies. She noted that ASRS staff view the Carefree videoconference workshop as a test and they need time to get used to using the new technology. Jim Keen suggested that member agencies contact the ASRS if they are interested in workshops via videoconference.

John Imig asked if the workshop can be multipoint or just point-to-point. Heidi Pahl responded that the ASRS is taking the use of videoconferencing very slowly and is doing only point-to-points until their comfort level increases. Heidi Pahl stated that the November 13<sup>th</sup> Carefree workshop will be a one-hour introductory workshop on retirement planning for Carefree employees and that ASRS has

not committed to do all of their workshops via videoconference. Heidi Pahl stated that the goal of the ASRS is to roll out the workshops via videoconference to all member agencies in 2004 and that the workshops can be done via multipoint with several member agencies. Heidi Pahl stated that MAG will assist ASRS.

Greg Binder commented that the State is supporting this effort and that MAG member agencies' interest in this may create a new videoconferencing use.

Jim Keen offered his assistance to any agency interested in contacting the ASRS about a retirement planning workshop via videoconference.

Heidi Pahl announced that the Arizona Wireless Expo will be hosted by ASU/Connection One on Monday, November 17<sup>th</sup> from 9:00 am – 4:00 pm at the Arizona Historical Society. Ms. Pahl stated that the cost is \$50 for public sector employees through the Arizona Technology Information Council (ATIC). Heidi Pahl thanked Mark Goldstein and Oris Friesen for obtaining a reduced rate for public sector employees. Heidi Pahl stated that she will e-mail MAGTAG information about the Expo.

7. Date of Future Meetings

Greg Binder stated that the next MAGTAG meeting will be on November 20<sup>th</sup> due to the Thanksgiving holiday and that the December meeting may be cancelled. Greg Binder stated that the current meeting day of MAGTAG conflicts with the Transportation Review Committee and that MAGTAG members may consider moving MAGTAG to the third Thursday of the month for 2004. Greg Binder said that this consideration will be on the agenda for the November MAGTAG meeting.

The meeting adjourned at 12:05 pm.